

**IFCI FINANCIAL SERVICES LIMITED****(Subsidiary of IFCI Ltd)**

Member Code: NSE – 11086, BSE – 3274, SEBI Registration No: INZ000254231

'Continental Chambers', 3rd Floor, 142 Mahatma Gandhi Road, Nungambakkam, Chennai – 600034.

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E-Mail ID - Investor Grievances: [ig@ifintld.in](mailto:ig@ifintld.in) Customer care: [customercare@ifintld.in](mailto:customercare@ifintld.in) Website: [www.ifintld.in](http://www.ifintld.in)**Annexure- B****Data for the month ending – MAY 2025**

| <b>Sr. No</b> | <b>Received from</b>    | <b>Pending at the end of last month</b> | <b>Received</b> | <b>Resolved*</b> | <b>Total Pending#</b> | <b>Pending complaints &gt; 3months</b> | <b>Average Resolution time^ (in days)</b> |
|---------------|-------------------------|---|-----------------|------------------|-----------------------|--|---|
| 1             | Directly from Investors | 0                                       | 0               | 0                | 0                     | 0                                      | 0   |
| 2             | SEBI (SCORE S)          | 0                                       | 0               | 0                | 0                     | 0                                      | 0   |
| 3             | Other Sources (if any)  | 0                                       | 0               | 0                | 0                     | 0                                      | 0   |
|               | <b>Grand Total</b>      | 0                                       | 0               | 0                | 0                     | 0                                      | 0   |

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

**Trend of monthly disposal of complaints**

| <b>Sr.<br/>No.</b> | <b>Month</b>   | <b>Carried forward from<br/>previous month</b> | <b>Received</b> | <b>Resolved*</b> | <b>Pending#</b> |
|--------------------|----------------|--|-----------------|------------------|-----------------|
| 1                  | JAN 2022       | 0  | 0               | 0                | 0               |
| 2                  | FEB 2022       | 0  | 0               | 0                | 0               |
| 3                  | MARCH 2022     | 0  | 0               | 0                | 0               |
| 4                  | APRIL 2022     | 0  | 0               | 0                | 0               |
| 5                  | MAY 2022       | 0  | 0               | 0                | 0               |
| 6                  | JUNE 2022      | 0  | 0               | 0                | 0               |
| 7                  | JULY 2022      | 0  | 0               | 0                | 0               |
| 8                  | AUGUST 2022    | 0  | 0               | 0                | 0               |
| 9                  | SEPTEMBER 2022 | 0  | 0               | 0                | 0               |
| 10                 | OCTOBER 2022   | 0  | 0               | 0                | 0               |
| 11                 | NOVEMBER 2022  | 0  | 0               | 0                | 0               |
| 12                 | DECEMBER 2022  | 0  | 0               | 0                | 0               |
| 13                 | JANUARY 2023   | 0  | 0               | 0                | 0               |
| 14                 | FEBRUARY 2023  | 0  | 0               | 0                | 0               |
| 15                 | MARCH 2023     | 0  | 0               | 0                | 0               |
| 16                 | APRIL 2023     | 0  | 0               | 0                | 0               |
| 17                 | MAY 2023       | 0  | 0               | 0                | 0               |
| 18                 | JUNE 2023      | 0  | 0               | 0                | 0               |
| 19                 | JULY 2023      | 0  | 0               | 0                | 0               |
| 20                 | AUGUST 2023    | 0  | 0               | 0                | 0               |
| 21                 | SEPTEMBER 2023 | 0  | 0               | 0                | 0               |
| 22                 | OCTOBER 2023   | 0  | 0               | 0                | 0               |
| 23                 | NOVEMBER 2023  | 0  | 0               | 0                | 0               |
| 24                 | DECEMBER 2023  | 0  | 0               | 0                | 0               |
| 25                 | JANUARY 2024   | 0  | 0               | 0                | 0               |
| 26                 | FEBRUARY 2024  | 0  | 0               | 0                | 0               |
| 27                 | MARCH 2024     | 0  | 0               | 0                | 0               |

|    |                |   |   |   |   |
|----|----------------|---|---|---|---|
| 28 | APRIL 2024     | 0 | 0 | 0 | 0 |
| 29 | MAY 2024       | 0 | 0 | 0 | 0 |
| 30 | JUNE 2024      | 0 | 0 | 0 | 0 |
| 31 | JULY 2024      | 0 | 0 | 0 | 0 |
| 32 | AUGUST 2024    | 0 | 0 | 0 | 0 |
| 33 | SEPTEMBER 2024 | 0 | 0 | 0 | 0 |
| 34 | OCTOBER 2024   | 0 | 0 | 0 | 0 |
| 35 | NOVEMBER 2024  | 0 | 0 | 0 | 0 |
| 36 | DECEMBER 2024  | 0 | 0 | 0 | 0 |
| 37 | JANUARY 2025   | 0 | 0 | 0 | 0 |
| 38 | FEBRUARY 2025  | 0 | 0 | 0 | 0 |
| 39 | MARCH 2025     | 0 | 0 | 0 | 0 |
| 40 | APRIL 2025     | 0 | 0 | 0 | 0 |
| 41 | MAY 2025       | 0 | 0 | 0 | 0 |
|    | <b>TOTAL</b>   | 0 | 0 | 0 | 0 |

\*Inclusive of complaints of previous months resolved in the current month.

#Inclusive of complaints pending as on the last day of the month.

#### **Trend of annual disposal of complaints**

| <b>SN</b> | <b>Year</b>        | <b>Carried forward from previous year</b> | <b>Received</b> | <b>Resolved*</b> | <b>Pending#</b> |
|-----------|--------------------|---|-----------------|------------------|-----------------|
| 1         | 2021-22            | 0   | 0               | 0                | 0               |
| 2         | 2022-23            | 0   | 0               | 0                | 0               |
| 3         | 2023-24            | 0   | 0               | 0                | 0               |
| 4         | 2024-25            | 0   | 0               | 0                | 0               |
|           | <b>Grand Total</b> | 0   | 0               | 0                | 0               |

\*Inclusive of complaints of previous years resolved in the current year.

#Inclusive of complaints pending as on the last day of the year.